



## Frequently Asked Questions

### What is a Primary Care Provider (PCP)?

A primary care provider (PCP) is the doctor or clinic you go to when you are sick or need a checkup.

### Can I keep my doctor as my Primary Care Provider (PCP)?

Yes, if your doctor is in Illinois Health Connect.

### Will I lose any services?

No. You will not lose any services.

### What is a co-pay?

A co-pay is the money you pay at the time of services.

### Will I have a co-pay?

If you have a co-pay now, you may still have one.

### What happens if I don't choose a PCP?

If you don't choose a PCP, we will choose for you. It is better if you choose because you know your healthcare needs best.

### Can I change my PCP?

Yes. You can change your PCP once a month. To change your PCP, call Illinois Health Connect at **1-877-912-1999** (TTY 1-866-565-8577). The call is free.



## Illinois Client Enrollment Services

### Questions?

Call **1-877-912-8880** (TTY 1-866-565-8576)  
Monday to Friday from 8:00 a.m. to 7:00 p.m.  
The call is free!

Or go to **[www.EnrollHFS.Illinois.gov](http://www.EnrollHFS.Illinois.gov)**

### Who must enroll in a health plan?

Most people with an HFS Medical card must enroll in a health plan. To find out if you must enroll, call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

### Who does not have to join?

These are some reasons why you would not have to enroll in a health plan:

- You live in a nursing home
- You get Medicare
- You are in the Spenddown Program
- You get temporary medical benefits
- You get Medicaid because you need treatment for breast or cervical cancer
- You already have private insurance that pays for hospital and doctor visits



## Illinois Client Enrollment Services

## How to Enroll in Illinois Health Connect





## What is a medical home?

A medical home is the doctor's office or clinic where you see your primary care provider (PCP). With a medical home, you and your family get the healthcare you need.

## Why is it good to have a medical home and PCP?

With a medical home your health records are all in one place. Your PCP gets to know you and all your healthcare needs. Your PCP will:

- Take care of you when you are sick or need medical care
- Give your children regular checkups and immunizations (shots)
- Help you manage conditions like diabetes, high blood pressure, and asthma
- Send you to specialists and other providers when you need them (give you a referral)
- Answer your questions about healthcare
- Give you information you need to stay healthy
- Work with you to get the care you need



## What is Illinois Health Connect?

Illinois Health Connect is a health program that gives you:

- All the services you get now
- The same co-pays you have now. Co-pays are the money you pay at the time of services.
- A medical home for all your healthcare needs
- A doctor or clinic to be your primary care provider (PCP)
- A free Nurse Helpline you can call to ask questions or get help
- Free Healthy Kids checkups for babies, kids, teens, and some young adults

## What is Healthy Kids?

Kids need regular checkups to stay healthy! Healthy Kids is free healthcare for babies, kids, teens, and some young adults.

Call your doctor to schedule a Healthy Kids checkup. Or call Illinois Health Connect at **1-877-912-1999** (TTY 1-866-565-8577).

The call is free.

Illinois Health Connect will help you schedule Healthy Kids checkups. They will also remind you when the next checkup is due.



## There are two ways to enroll:

### 1. Online:

Go to **[www.EnrollHFS.Illinois.gov](http://www.EnrollHFS.Illinois.gov)** and click "Enroll."

### 2. Phone:

Call **1-877-912-8880**

(TTY 1-866-565-8576). The call is free.

## Questions?

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(TTY 1-866-565-8576) Monday to Friday from 8 a.m. to 7 p.m. The call is free!

You can get this information in other languages or formats, such as large print or audio.

Tenemos información en español.  
Servicio de intérpretes gratis!  
Llame al 1-877-912-8880.